



STATE OF TENNESSEE

DEPARTMENT OF PERSONNEL

CLASS SPECIFICATION

Class Title: TAXPAYER SERVICES TECHNICIAN			Abbreviation: TX SVC TCH
Class Code: 75836	OCC Code: 4	Analyst: EX	Effective Date: APRIL 3, 2000

SUMMARY: Under direction, is responsible for taxpayer services work of routine difficulty; and performs related work as required.

DISTINGUISHING FEATURES: An employee in this class provides direct taxpayer assistance and information regarding technical tax issues such as tax filing requirements, exemption qualifications, and registration requirements within the taxpayer services division. Work involves providing taxpayer assistance over phone line, to walk-in clients, and through standardized correspondence. This class differs from Taxpayer Services Representative 1 in that an incumbent of the latter is responsible for serving as advanced backup for the WATS line in answering the more complex taxpayer inquiries, providing training for incumbents of this class, providing quality control for information placed on the Revenue Integrated Tax System, and working with resalables.

EXAMPLES OF DUTIES AND RESPONSIBILITIES

1. Registers all new businesses and maintains generic registration information on the Revenue Integrated Tax System (RITS); identifies required taxpayer data modifications from error reports and conducts discussions with taxpayers and revenue staff; determines if changes or updates to the system result in change of filing status; updates addresses, tax codes and other data in taxpayers' records.
2. Provides standard answers to taxpayers regarding tax return due dates, registration procedures, and filing requirements; determines taxpayers information and tax filing needs; refers to established, in-house interpretations of tax laws, rules and regulations to provide the appropriate response to taxpayer questions; communicates with other divisional units, outside agencies, and tax specialists to clarify and assure the accuracy of responses; sends informational form letters, tax forms, and copies of laws, rules and regulations to taxpayers on request.
3. Processes corporate tax clearances for reinstatement, withdrawal/termination, or certificate of existence; accesses computer files pertaining to a corporation's clearance status; determines tax liability by examining the amount of taxes owed, the number of non-filed tax returns and other related information; notifies taxpayers of tax liens, delinquent taxes and other factors prohibiting their tax clearance; issues taxpayers a certificate of clearance.



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4. Determines tax exemption eligibility and registration requirements for organizations and businesses; ensures that exemption and registration applications are complete; obtains information missing from incomplete applications or back-up documentation; identifies the type of business or organization from exemption and registration applications; assigns principle business industry activity codes, filing status, and other tax codes to applications; notifies organizations and businesses of tax exemption eligibility and registration decisions.

5. Closes taxpayer accounts; accesses computer files pertaining to a business' closure status; determines if an account can be closed by examining the returns filed, checking to see if an account has a claim against it, and ensuring that partial pay agreements are valid; contacts the appropriate divisions of the Department of Revenue to obtain approval for closure; determines where and if payments from closed accounts should be transferred; assigns codes which designate the closure of tax accounts.

MINIMUM QUALIFICATIONS:

Education and Experience: Education equivalent to a high school diploma and experience equivalent to two years of full-time work in one or a combination of the following: tax preparation, tax law interpretation, tax auditing, tax enforcement, or related taxpayer services; accounting, auditing, or related fiscal services work; or clerical work.

Substitution of Experience for Education: Qualifying experience in related taxpayer services work, related fiscal services work, or clerical work may substitute for the required education to a maximum of four years.

OR

Experience equivalent to one year as a Tax Information Assistant with the State of Tennessee.

EXAMINATION METHOD: Education and experience, 100%, for Career Service positions.